

INFORMATION TECHNOLOGY SERVICE REGULATIONS CARLOS III UNIVERSITY OF MADRID

Approved by agreement by the Governing Council
in its 3/97 session, on 17 June, 1997

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GENERAL PROVISIONS

Article 1. *The University Information Technology Service Regulations.* – The objective of these present Rules is to regulate the Information Technology Service of Carlos III University of Madrid in accordance with article 159 of the University Statutes.

In its organization and functions the Information Technology Service of the University is governed by the University Statutes and the present Regulations and other provisions that may be applicable due to their function or activity.

Art. 2. *Description of the Service.* – 1. The Information Technology Service of the University is solely responsible for the organization and functioning of the systems, equipment and means of information of the University in accordance with that which is set out in these Regulations.

2. The Information Technology Service of the University performs the following functions:

a) The organization and maintenance of the computers integrated in the general information systems of the University in order to provide support for faculty, academics, research and administration.

b) The execution of the development of the general information systems of the University.

c) To provide support and assistance to the academic community, members of the University community and the administrative services in the acquisition, installation and maintenance of systems, applications, equipment and computer support, in the terms set out in the present Regulations and the rules under which it was developed.

d) To promote the use of computer technologies by the academic bodies, members of the University community and University services.

e) To promote the training of the teaching and research faculty, and of University personnel in the operations and use of computer technology.

Governing Bodies and Management of the Information Technology Service of the University

Art. 3. *Academic authority responsible for the Information Technology Service of the University.* – The Information Technology Service of the University carries out its functions under the direct supervision and coordination of the Chancellor, who will exercise this authority when necessary, through, and by delegation, the corresponding Vice-Chancellor, authorizing the following:

a) To propose to the general governing bodies of the University the proposed resolutions or provisions to be adopted by, and which affect the Information Technology Service.

b) To supervise the execution of resolutions and ensure the compliance with the provisions which are adopted by the governing bodies of the University and which affect the Information Technology Service.

c) To preside over the Information Technology Council.

d) To establish guidelines, to plan and coordinate the general operational nature of the Service.

e) To know the measures of coordination needed to carry out those activities within the University which affect the Information Technology Service.

f) Any other measures which are attributed by this Regulation or other provisions.

Art. 4. *Information Technology Service Council.* – 1. The Information Technology Service Council is body entrusted with the planning, development and management of the Information system resources of the University.

2. The Information Technology Service Council has the following functions:

a) To report on:

i) The modification of the present Regulations and the approval of provisions which affect the Information Technology Service.

ii) The requirements for the integration of information systems resources into the General Information Systems of the University.

iii) The plans, technical norms and catalogues relating to the University information systems security, automated data processing, or services guaranteed by the Information Technology Service of the University.

b) To be notified of, and, as the case may be, report on the decisions of the governing organizations of the University which affect the Information Technology Service.

3. The Council is composed of:

a) The President: The Chancellor or, when indicated, the Vice-Chancellor, appointed by virtue of knowledge of the subject, in accordance with the terms previously mentioned in the article above.

b) Members:

i) The Bursar of the University.

ii) The Deans and Directors of the Higher Polytechnic School or the Assistant Deans or Directors if so delegated.

iii) One representative of each University Department.

iv) One representative of the University Institutions for each of the campuses which comprise the University.

v) One student representative from each of the Schools or Higher Polytechnic Schools.

vi) One representative from the University Services, named by the Chancellor.

vii) One representative from University personnel and Information Technology Service.

c) The Secretary: The Director of the Service.

4. Those who may attend but without voting rights are the University Legal Advisor, and any person invited by the President of the Council for reason of interests or qualifications in the areas under consideration.

5. The Council will meet once each trimester for the ordinary session and always when convened by the President, either on own initiative, by request of the Governing Council or

by 20 per cent of the members of the Council. Its organization and operations will adapt to that which is provided for by the general legislative administration for the governing of university organizations.

Art. 5. The Director of the Information Technology Service of the University. – 1. The Director of the Information Technology Service of the University is responsible for the management and operations of the Information systems Service.

2. The Director of the Service has the authority to:

a) Direct, organize and manage the Service in accordance with the provisions and guidelines set out by the governing bodies of the University and, specifically by the authority of the responsible academic member of the Service.

b) Develop the human resources policy for those personnel assigned to the Service, in accordance with the Office of the Bursar and within the framework described in the above paragraph.

c) Propose spending plan for expenses related to the operations of the Service.

d) Facilitate information requests by the Council or its President.

e) Prepare annual report on the Information Technology Service.

f) Carry out the functions of the position of Secretary.

3. Within the general guidelines bestowed on him by the academic authority of the Service, the Director may participate in his place as the authority in meetings of a technical or professional nature.

Art. 6. Technical Support and Consultancy Committees. – The President of the Information Technology Service Council may set up technical support or consultancy Committees, composed of experts. These committees are temporary in nature and have no executive authority.

Service Operations

Art. 7. The General Information Technology System of the University. – 1. The General Information Technology System of the University constitutes the grouping of computing systems for general use at the University, and in any case: a) the communications infrastructure of the University, b) the systems and computing resources applicable to the general administration of the University, c) the general computer rooms and computing services that are stated as such and, d) the personal computing systems as set out in the Information Technology Service catalogue.

2. The Information Technology Service is responsible for planning, organizing and maintaining the systems, equipment, means and integrated support of the General Information Technology System of the University.

3. Those computing systems not integrated in the General Information Technology System may access the services via network under the conditions set out in the corresponding technical regulations.

Art. 8. Functions of the Information Technology Service in Communications. – 1. The Information Technology Service of the University is responsible for the organization and operations of computer communications technology within the University as well as external communications networks.

2. The Information Technology Service is responsible for the supervision and verification of the networks and communications equipment of the University, with special attention to the compatibility of equipment and the security conditions of the installations, as well as compliance with the technical requirements for homologation of the equipment when necessary.

3. To this effect, the regulating norms are to be established for the computer communications technology within the University and externally. These norms will be directed in any case to: *a)* defining the service or services, *b)* the level of service provided, *c)* the rights and obligations of the users and, *d)* the technical and legal guarantees of the service.

4. The general norms of the University or of the different telecommunication services will determine the access to the network services based on the levels of compatibility and security which are established.

Art. 9. Information Technology Security. – 1 The Governing Committee will approve those norms corresponding to the guarantee of security affecting the use of all elements within the scope of the information systems resources.

2. By virtue of the principles of responsibility and self-protection, all computer systems users must adopt those measures which guarantee the security of the Information system of the University. To this end, the Information Technology Service, within the framework of the Information Technology security policy adopted by the University, will carry out its security objectives and develop codes of conduct and recommendations which will serve as an orientation for the compliance with these principles.

3. The Information Technology Service may, in accordance with the norms and security plans, test at any time the levels of security in the different systems, equipment and resources integrated in the General Information Technology System of the University. The results of these controls or audits should be communicated to the affected user as soon as possible. The communication of this control will specify the results of said control, as well as the corresponding corrective measures suggested to repair the problem.

4. The Information Technology Service of the University will provisionally classify the different systems, equipment and computing resources integrated into the General System, or those under consideration to be integrated, as to their level of security. This classification may be undertaken automatically or by request, and it will be communicated by any means, within twenty-four hours of said request, that the actions deemed convenient can be carried out eight days after receiving the communication. The definitive classification corresponds to the President of the Information Technology Services Council. The obtained classification for level of security will determine the level of services accessible to the user.

5. In the case of a user, system or equipment putting the security of General System at serious risk, the Director of the Service may suspend all services offered by the system. This will be communicated to the President of the Information Technology Council as well as all users affected by this measure within twenty-four hours. Additionally, the Director will provide a proposal for the necessary repair or correction. The suspension of service must be either confirmed or lifted by the President of the Council. It will be lifted automatically in any case, *a)* when the problem has been resolved and, *b)* 72 hours having elapsed without the suspension measures being reported to the President of the Council. The maintenance of the suspension measures will require the initiation of proceedings, if necessary, to determine responsibility.

Art. 10. Data Security. – 1. The General Information Technology System of the University has the necessary security measures to insure the adequate and sufficient protection of data.

2. The Information Technology Service of the University, in collaboration with the other users, authorities and University bodies, must organize and apply the data protection measures which guarantee the respect for the limitations for use of Information Technology set out in Article 18.4 of the Spanish Constitution. To that effect, the Services will participate in the creation and installation of databases of a personal nature and will verify compliance with the security measures of said databases.

3. When the Information Technology Service confirms the existence of irregularities in the use of personal data which could indicate an infringement of the provisions in the general legislation of data protection, it will inform, with the knowledge of the user, the President of the Council, the General Secretary and the Chancellor within twenty-four hours, with express indications of the observed irregularity and the correction measures to be applied immediately. If said irregularity implies a non-authorized transfer of inaccessible data, the above mentioned measures of suspension of service would be implemented.

Art. 11. *Statutes of Information Technology Service Users.* – 1. The users of the Information Technology Service of the University have the rights, obligations and responsibilities established in the present regulations, the regulations stipulated by these services and, in any case, those set out in the general legislation of the pertinent application.

2. Users are defined as those persons or legal entities, or bodies of the University integrated within the General Information Technology System of the University. Other users may be permitted access to the computing services providing there is a valid agreement permitting such use.

3. Also subject to these norms are user groups, networks, equipment and computing resources. In this case, there must be a responsible party who assumes the rights and responsibilities of the condition of user.

4. The Government Committee with approve the Information Technology Service Catalogue.

5. Members of the University community and others subjected to the conditions of users, have the following rights:

a) Right to the services outlined in the regulating norms of this Service, in the conditions of quality established in the same and in accordance with the principle of maximum availability of those services.

b) Right to be clearly informed of any incidents which affect them.

6. Users of the Information Technology Services have the following obligations:

a) to use the systems, equipment resources and support services responsibly, and always in accordance with the norms established for each service.

b) To be in compliance with the service security policies as well as the adoption of all measures which contribute to preserving the security of the General Information Technology System of the University.

c) To abstain from using those services which the user is not authorized to access.

7. Without dismissing the possibility of administrative or criminal responsibility which could be applied, users may have their access to computer services terminated in the following cases:

a) Indefinite suspension: In any case of continued non-compliance with the regulations of the information services, and if the deficiency caused by said non-compliance is not corrected.

b) Suspension of up to one year, for non-compliance with the norms governing computer security or data protection.

The suspension will be agreed to definitively by the President of the Information Technology Council, the interested party having received a hearing.

TRANSITIONAL PROVISIONS

First. The present Regulation will take effect on the day of its publication.

Second. The Information Technology Council will be constituted in the manner stipulated in the present regulation during the month following its publication.

Third. Until the norms set out in the present regulation are approved, all norms, instructions and agreements adopted by the previous Council shall remain in effect.